

National Oversight and Audit Commission (NOAC) LOCAL AUTHORITY SATISFACTION SURVEY

Includes responses from 2019 and 2018 surveys, totalling 21 local Authorities (LAs)

56%

OF ALL THOSE SURVEYED SAID
THEY ARE SATISFIED WITH
THEIR LOCAL AUTHORITY

% WHO AGREED WITH FOLLOWING STATEMENTS ABOUT THEIR LA

69%

WORKING TO
MAKE THEIR
AREA CLEANER
& GREENER

61%

MAKES A POSITIVE
CONTRIBUTION TO
THE QUALITY OF
LIFE IN THEIR AREA

61%

HAS IMPROVED
THE PROVISION OF
LOCAL SERVICES
OVER THE YEARS

60%

WORKING TO
MAKE THE
AREA SAFE

51%

DOING A
GOOD JOB

52%

PROMOTES
ECONOMIC
ACTIVITY

51%

CARES ABOUT
RESIDENTS

43%

BUREAUCRATIC
AND DIFFICULT TO
DEAL WITH

42%

EFFICIENT &
WELL RUN

40%

THEY WERE
WELL INFORMED
BY THEIR LA

34%

OPEN AND
TRANSPARENT

28%

PROVIDES GOOD
VALUE FOR MONEY

MOST IMPORTANT SERVICES IDENTIFIED



ROADS AND
ROAD SAFETY



AMENITIES



HOUSING



ENVIRONMENTAL
PROTECTION

DIRECT CONTACT

ABOUT **1 IN 3** PEOPLE
SURVEYED CONTACTED THEIR LA
IN THE LAST 5 YEARS, HOUSING
WAS MAIN REASON

OVER HALF (51%)
WERE SATISFIED WITH HOW
THEIR QUERY WAS HANDLED



GOOD PLACE TO LIVE & WORK

THEIR LOCAL AREA IS
A GOOD PLACE TO LIVE

93%

THEIR LOCAL AREA IS A
GOOD PLACE TO WORK

80%

STRONG SENSE OF BELONGING
TO THEIR LOCAL AREA

87%